

Safety: *In skating over thin ice, our safety is in our speed.*—Ralph Waldo Emerson, American author, 1803-82

Competitive marketplace results in travel credit card changes

Story by Alexander Kufel

Demonstrating that, as a consumer, the federal government is responsive to changes in the marketplace, the Department of Defense (DoD) recently set the wheels in motion to swap its American Express travel credit cards for NationsBank Visa cards. All HQ POD and HED employees currently holding a card and not delinquent on their account, will soon receive a replacement, said accountant Sandi Ishida, RM, HQ POD and HED agency program coordinator for the credit cards. New cards are expected to be in people's hands by late November, although some cardholders have already received letters from NationsBank informing them of security procedures for activating their cards, said Ishida. She and Nanette Nicolas, RM-F, are coordinating the changeover.

"We will be sending out information about such things as travelers checks, dispute resolutions, billing cycles and payment due dates via Information Exchange messages and hope to conduct training sessions in the near future," said Ishida.

"The DoD Task Order Selection Board evidently did a lot of research," said Ishida. The Automated Teller Machine (ATM) fees are significantly lower than previously, and the number of ATM machines worldwide where the new cards may be used has gone from 84,000 to over 400,000 locations. VISA cards also have worldwide merchant acceptance. "These benefits will eliminate the



need for U.S. Treasury check travel advances and help streamline our travel process," she said.

One of the major selling points for NationsBank is that the new program is entirely electronic. Under a program known as EAGLS (Electronic Account Government Ledger System), management responsibilities such as the application process, obtaining account information, and reports will be entirely on-line.

RM's Sandi Ishida, HQ POD and HED agency program coordinator, displays a picture of the new travel credit card that will soon be in use throughout HQ POD, HED, and other Department of Defense agencies. Photo by Alexander Kufel

CO2 program...

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a facilitator twice a year. The goal is for 100 percent of the workforce to attend four hours of CO2 training annually, said Andrade.

Topics that will be covered in the discussion groups do address sexual harassment in the workplace, but extend as well through values, attitudes, behaviors and self-awareness, racism and sexism, cultural diversity, equal opportunity, health, safety, substance abuse, and conflict management.

"Basically, the program follows the 'golden rule' of treating others as you wish to be treated,"

said Andrade. "But, it goes beyond that to proactively building trust and teamwork within the organization."

The lesson plans will allow individuals to objectively examine someone else's behavior through case studies, she said. "People will work with a trained facilitator in small pockets where people have potential of opening up through discussion."

"As the District gets smaller every individual becomes more important to success in accomplishing our missions," said Lt. Col. Wally Walters, HED Commander. "Taking care of each other is central to this success, as well as essential in making the District a better place to work. Being sensitive to others helps to promote teamwork and is the right thing to do."